

WHAT IS CLAIMED IS:

1 1. A method for eliciting a response from a respondent, comprising:  
2 receiving an indication that a transaction has been completed; and  
3 transmitting, in response to the indication, an electronic mail message to a  
4 respondent, the message including one or more questions concerning the transaction.

1 2. A method according to Claim 1, wherein the transaction comprises a help  
2 desk transaction.

1 3. A method according to Claim 2, wherein the indication comprises an  
2 indication that a help desk ticket submitted by the respondent has been closed.

1 4. A method according to Claim 1, further comprising:  
2 determining whether or not to transmit the one or more questions based on a  
3 specified percentage of completed transactions for which questions are to be  
4 transmitted.

1 5. A method according to Claim 4, further comprising:  
2 determining whether or not the one or more questions have been previously  
3 transmitted to the respondent,  
4 wherein the transmitting step is performed only if the one or more questions  
5 have not been previously transmitted to the respondent.

1 6. A method according to Claim 1, further comprising:  
2 determining whether or not the one or more questions have been previously  
3 transmitted to the respondent,  
4 wherein the transmitting step is performed only if the one or more questions  
5 have not been previously transmitted to the respondent.

1 7. A method according to Claim 1, further comprising:

2 determining whether or not any questions have been previously transmitted to  
3 the respondent,  
4 wherein the transmitting step is performed only if no questions have been  
5 previously transmitted to the respondent.

1 8. A method according to Claim 1, further comprising:  
2 querying a local database to identify completed transactions.

1 9. A method according to Claim 1, wherein the one or more questions are  
2 transmitted according to a predefined transmission schedule.

1 10. A method according to Claim 1, wherein the transmitting step comprises:  
2 receiving a command from a user to transmit the one or more questions.

1 11. A computer-readable medium storing processor-executable process steps  
2 to elicit a response from a respondent, the steps comprising:  
3 a step to receive an indication that a transaction has been completed; and  
4 a step to transmit, in response to the indication, an electronic mail message to  
5 a respondent, the message including one or more questions concerning the  
6 transaction.

1 12. A system for administering surveys, comprising:  
2 a first device for receiving an indication that a transaction has been completed  
3 and for transmitting, in response to the indication, one or more questions concerning  
4 the transaction to a respondent in an electronic mail message; and  
5 a second device for receiving one or more responses to the one or more  
6 questions, for generating a report based on the one or more responses, and for  
7 providing the report to the first device.

1 13. A method for transmitting a survey, comprising:  
2 generating a survey comprising one or more questions;

3 defining a transaction in response to the completion of which the survey  
4 should be transmitted;  
5 detecting completion of the transaction; and  
6 transmitting an electronic mail message including the survey to a respondent  
7 in response to the detection.

1 14. A method according to Claim 13, further comprising:  
2 receiving one or more responses to the one or more questions.

1 15. A method according to Claim 13, further comprising:  
2 specifying a connection to an electronic mail server.

1 16. A method according to Claim 13, wherein the step of detecting the event  
2 comprises:  
3 defining fields of a database corresponding to the transaction; and  
4 querying the database for information populating the defined fields.

1 17. A computer-readable medium storing processor-executable process steps  
2 to elicit a response from a respondent, the steps comprising:  
3 a step to generate a survey comprising one or more questions;  
4 a step to define a transaction in response to the completion of which the survey  
5 should be transmitted;  
6 a step to detect completion of the transaction; and  
7 a step to transmit the survey to a respondent in an electronic mail message in  
8 response to the detection.

1 18. A method for producing survey results, comprising:  
2 receiving one or more responses to one or more questions transmitted to a  
3 respondent in an electronic mail message in response to detection of a completed  
4 transaction;  
5 generating a report based on the one or more responses; and

6 transmitting the report.

1 19. A method according to Claim 18, wherein the one or more questions were  
2 transmitted by a first device and wherein the report is transmitted to the first device.

1 20. A computer-readable medium storing processor-executable process steps  
2 to elicit a response from a respondent, the steps comprising:  
3 a step to receive one or more responses to one or more questions transmitted to  
4 a respondent in an electronic mail message in response to detection of a completed  
5 transaction;  
6 a step to generate a report based on the one or more responses; and  
7 a step to transmit the report.

1 21. A system for administering surveys, comprising:  
2 a client device for generating a survey comprising one or more questions, for  
3 defining a transaction, for receiving an indication that the transaction has been  
4 completed, and for transmitting, in response to the indication, an electronic mail  
5 message comprising one or more questions concerning the transaction to a  
6 respondent;  
7 a transaction device for storing data indicating that the transaction has been  
8 completed and for transmitting the indication that the transaction has been completed;  
9 and  
10 a server device for receiving one or more responses to the one or more  
11 questions, for generating a report based on the one or more responses, and for  
12 providing the report to the client device.

1 22. A system according to Claim 21, wherein the client device queries a  
2 database of the transaction device according to a schedule to determine whether the  
3 transaction has been completed.

1           23. A system according to Claim 21, wherein the server device receives the  
2 responses and the one or more questions from a respondent device.

1           24. A method for administering a survey, comprising:  
2 receiving indications from a user of one or more fields of a database, the fields  
3 specifying information;  
4 determining that the one or more criteria have been satisfied based on  
5 information specified in the one or more fields; and  
6 transmitting a survey to a respondent based on the determination.

1           25. A method according to Claim 24, further comprising:  
2 receiving an indication of the database from the user; and  
3 querying the database to receive indications of fields comprising the database.

1           26. A method according to Claim 24, further comprising:  
2 generating the survey based on one or more questions received from the user.

1           27. A method according to Claim 24, wherein the determining step comprises:  
2 receiving information specified in one or more of the one or more fields  
3 indicating that the one or more criteria have been satisfied.

1           28. A method according to Claim 24, wherein the one or more criteria  
2 comprise the completion of a transaction.

1           29. A method according to Claim 24, wherein the survey is transmitted via  
2 electronic mail.

1           30. A method according to Claim 29, wherein the survey comprises an  
2 electronic mail message.

1           31. A computer-readable medium storing processor-executable process steps  
2 to administer a survey, the process steps comprising:  
3           a step to receive indications from a user of one or more fields of a database,  
4 the fields specifying information;  
5           a step to determine that the one or more criteria have been satisfied based on  
6 information specified in the one or more fields; and  
7           a step to transmit a survey to a respondent based on the determination.

1           32. A medium according to Claim 31, the process steps further comprising:  
2           a step to receive an indication of the database from the user; and  
3           a step to query the database to receive indications of fields comprising the  
4 database.

1           33. A medium according to Claim 31, the process steps further comprising:  
2           a step to generate the survey based on one or more questions received from the  
3 user.

1           34. A medium according to Claim 31, wherein the step to determine  
2 comprises:  
3           a step to receive information specified in one or more of the one or more fields  
4 indicating that the criteria have been satisfied.

1           35. A medium according to Claim 31, wherein the survey is transmitted via  
2 electronic mail.

1           36. A medium according to Claim 35, wherein the survey comprises an  
2 electronic mail message.

1           37. An apparatus for administering a survey, comprising:  
2           a processor;  
3           a display; and

4 a storage device in communication with the processor and storing instructions  
5 adapted to be executed by the processor to:

6 receive indications from a user of one or more fields of a database, the  
7 fields specifying information;

8 determine that the one or more criteria have been satisfied based on  
9 information specified in the one or more fields; and

10 transmit a survey to a respondent based on the determination.

1 38. An apparatus according to Claim 37, the instructions further adapted to be  
2 executed by the processor to:

3 receive an indication of the database from the user; and

4 query the database to receive indications of fields comprising the database.

1 39. An apparatus according to Claim 37, the instructions further adapted to be  
2 executed by the processor to:

3 generate the survey based on one or more questions received from the user.

1 40. An apparatus according to Claim 37, wherein the instructions adapted to  
2 be executed by the processor to determine that a transaction has been completed are  
3 further adapted to be executed by the processor to:

4 receive information specified in one or more of the one or more fields  
5 indicating that the one or more criteria have been satisfied.

1 41. An apparatus according to Claim 37, wherein the survey is transmitted via  
2 electronic mail.

1 42. An apparatus according to Claim 41, wherein the survey comprises an  
2 electronic mail message.